

Provider Outreach & Education (POE) Advisory Group/Provider Education Training (PET) Advisory Group

Iowa/Nebraska Agenda/Minutes

1:00 – 3:00 p.m. CT

March 13, 2008

Teleconference

Attending Members: Diagnostic & Critical Care Medicine, HealthMed Inc., Iowa State Medical Society, Iowa Chiropractic Society, McFarland Clinic, Columbus Family Practice, Creighton Medical Associates, Downtown Chiropractic, Dr. Sextro and Larsen, Gastroenterology Specialties, Nebraska Heart Institute, Nebraska Medical Association, New West Sports Medicine and Orthopaedic Surgery, Skyview Medical Management, The Eye Group, University Medical Associates Business Service Center, Urological Associates, Valley Medical Management

WPS Medicare Staff: Mary Muchow, Ellen Berra, Holly O’Neal

Agenda Item	Discussion	Suggestions	Outcome/Action
Welcome and Introductions	<p>Mary Muchow and Ellen Berra are the Wisconsin Physicians Services (WPS) Medicare chairpersons for the meeting.</p> <p>Mary & Ellen provided a copy of the Charter for the POE AG. This charter gives the expectations for both the chairpersons and the members.</p>		
Approval of Minutes of Previous Meetings	<p>WPS will send the minutes to the members in approximately two weeks. We will also send a copy of the membership listing. Providers should look at their information and respond back to Mary & Ellen within 5 days with any corrections. We will then publish this information on our Website with the member contact information.</p>		

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Medicare Publications Update	<p>Holly O’Neal from our Medicare Publications (MedPub) department discussed our Website. We encourage providers to complete the survey that appears on the Website periodically. This is a satisfaction survey on the ease of use of the Website and the information it contains. MedPub evaluates the responses from the survey to make determinations on any changes or updates to make to the Website.</p>	<p>Holly encouraged members to sign up for the Listserv and to encourage others. WPS must meet a goal of a certain percentage of providers on our Listserv as required by CMS. One member requested a classic calendar that providers could choose to show the upcoming educational offerings. A member asked how long we keep the “News & Highlights” section available.</p>	<p>We will take this suggestion back to our management staff.</p> <p>This is available for approximately one week on the home page and then providers can access the information in the archive section.</p>
	<p>MedPub is making a change to the format of the April Communiqué. The Communiqué will combine Part A and Part B for the Medicare Administrative Contractor (MAC) Jurisdiction 5. We believe this is more effective. We asked for members suggestions on evaluating the effectiveness of the Website and any information that it contains.</p>	<p>A member expressed confusion on the multiple Listserv messages available.</p>	<p>We are working on an article discussing the differences in the communications and how to determine to which contract the communication applies.</p>
	<p>We encourage providers to take advantage of the electronic communication. This is an instruction from CMS. We do have paper copies of the Communiqué available on a quarterly basis for a subscription fee of \$60.00. We have received information from the former contractor on those providers receiving the paper newsletters and we will contact those offices to determine if they want to continue.</p>	<p>Several members commented on provider offices not having access to the Internet or not wanting Internet access in their offices. WPS is reviewing an Internet Security packet that we may have available in the future. A member suggested a message on the Remittance Advice for the staff posting the information to their office files.</p>	
Provider Education	<p>Mary & Ellen discussed four articles sent to members: How to Reduce calls to Medicare, IVR satisfies most non-complex inquiries, How to get the most out of your Customer service contact, and WPS Medicare Website. Providers cannot access a Customer Service Representative from the IVR. Most responses were impressed with the Website. Some were having trouble getting used to the</p>	<p>A member asked when the CMS - Secure Net Access Portal (C-SNAP) system would be available for the J5 states.</p>	<p>There are current discussions on this subject. If this becomes available, we will notify providers through the Listserv.</p>

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	differences.		
	<p>Education Schedule – WPS Medicare has Computer Based Training (CBT) programs available for providers and we are looking to add more. Our CBTs are on multiple subjects and we have divided the offerings into several time lengths. We also reminded providers about the Consultations teleconference scheduled for April 17, 2008. Members should continue to check back for additional topics and formats.</p>	<p>A member questioned whether we would have Continuing Education Units for our products.</p> <p>Another provider asked if we would have a charge for our in-person seminars and workshops. One member mentioned that there are areas that can offer free meeting room such as hospitals and universities.</p>	<p>We are working with the American Academy of Professional Coders on this issue.</p> <p>We will have a charge for most items.</p>
	<p>Remarks Codes – We discussed our thoughts on providing education on Remarks codes. We want to provide information similar to our Modifier Fact Sheets. These are not necessarily the most common, but the ones causing the most phone calls.</p>	<p>We asked members to determine the top 5 Reason/Remarks codes causing telephone calls into Medicare. We are asking for this information by COB 3/27/08.</p>	
	<p>A review of the Change Request (CR) Process – We went over the differences in the Effective and Implementation dates for a CR. They can be different and Medicare is generally not required to go back and search claims. Providers should watch our Listserv and Website for more information. Providers are also encouraged to look at the MLN Matters articles that accompany the CR as this information is more user friendly.</p>	<p>One provider questioned a new CR on Physical Therapy and wanted to know when CMS would release this information.</p>	<p>We do not have a timetable. When CMS releases the information, we will post this to our Website.</p>
	<p>Purchased Diagnostic Testing – We showed a document WPS uses to show the POE AG members how we respond to the suggestions and comments they have on our educational material</p>		
Member Issues	<p>Claims processing issues – Several were mentioned. We are addressing these concerns and we will provide more information as it becomes available.</p>	<p>One member suggested a type of chart to show any current issues.</p>	<p>We will use the Listserv and Website to provide information on any changes.</p>
	<p>Appeals & Reopenings – Mary & Ellen went over this briefly. The reopening process is a little different from before. Providers are encouraged to</p>	<p>A member mentioned making multiple phone calls to resolve an issue. The member wants the ability to FAX</p>	<p>We will pass this on to the Customer Service Management Staff.</p>

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	<p>use the telephone reopening when appropriate and the document gave several examples. If a provider has multiple claims, then they can submit a written reopening request.</p> <p>We referenced 3 documents that should have been sent with the agenda. Members reported not receiving these documents. These will be sent with the minutes.</p>	<p>reopening request forms.</p>	<p>We will take this question to our Publication department.</p> <p>Three documents will be sent with the minutes.</p>
	<p>Local Coverage Decisions – We went over the new process. CMS must approve all changes to the LCDs prior to September 2008. The normal process for LCD is not available. Providers can submit comments. Depending on the nature of the comment, our Medical Staff make take the issue to CMS or place these in a priority format waiting for September 2008.</p>	<p>One member questioned the recent changes to Dialysis procedure codes. The member should access the published information to determine correct coding.</p> <p>Another member questioned whether we used the “least restrictive LCD.” She has a policy where diagnosis codes that were there previously are not there now. Our Medical policy staff worked with CMS on formatting the final policies.</p> <p>Another member wants more information on where to place the required Chiropractic Information.</p> <p>Another member expressed confusion on the new ESA modifiers. We will implement the requirements for the modifier on 4/1/08 for services January 1, 2008 and after.</p>	
	<p>Provider Enrollment (new)</p>	<p>A member requested information on using the National Plan and Provider Enumeration System (NPPES).</p>	<p>The NPI Enumerator is responsible for assisting health care providers in applying for their NPIs and updating their information in NPPES, not WPS Medicare. NPPES information may be accessed at: https://nppes.cms.hhs.gov/NPPES/Welcome.do We will take this back to our management staff.</p>

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Updates	<p>National Provider Identifier – We reminded the members of the upcoming dates. After May 23, 2008, claims cannot contain legacy identifiers. Provider should begin now in verifying all crosswalk information is valid. SE0751 clarifies the responsibilities of the NPI enumerator. We will send related NPI/Legacy PIN articles with the minutes.</p>		<p>Three NPI/Legacy PIN articles sent with the minutes.</p>
	<p>CERT – We are currently looking at claim information from the previous contractor. We will provide specialty specific information as this becomes available.</p>	<p>A member would like any education to be specialty specific.</p>	
Open Discussion/Conclusion	<p>One member mentioned a recent Consultation teleconference and wanted her doctors to attend the next one because they did not agree with the information. Another member has been receiving both paper and electronic Remittance Advice and wants to know how to stop this.</p>	<p>There is a suggestion to move the start time for the POE AG to 1:30.</p>	
Next Meeting	<p>Our next meeting is on June 12, 2008 in Kansas or Missouri. We are looking for suggestions from members on where to hold the meeting. We are also looking for sponsors to hold the meeting.</p>		